Welcome to the Electronic Inspection Sheet (EIS)

Presented by Autovitals

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Introduction

Welcome to the EIS. Our goals are to streamline your shop, eliminate paper, and put you on the forefront of new shop technology.

Through our EIS we can save your Technicians an average of 5 minutes per inspection and your Service Advisors an average of 10 minutes per inspection. Imagine how much money you could save by reducing inspection times this much!

With the use of a tablet there is no longer any need for paper inspection sheets in your shop. The best part is the EIS Application runs on Android, iOS, and Kindle operating systems. This means Android Tablets, iPads, and Kindles can run the EIS.

What You Need for the EIS

- **A Tablet with a case**
  - We recommend a case to protect your investment
    - Asus TF300 running Android with a Gumdrop Case

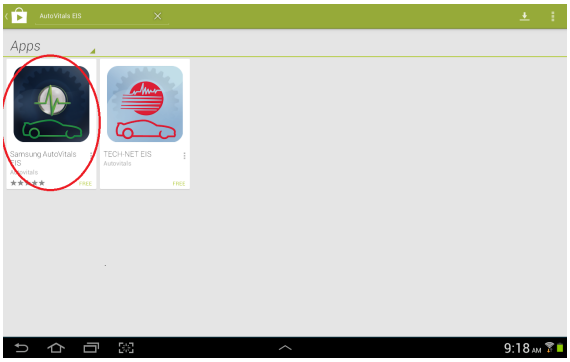
    - Apple iPad or iPad mini running iOS with Otterbox Case

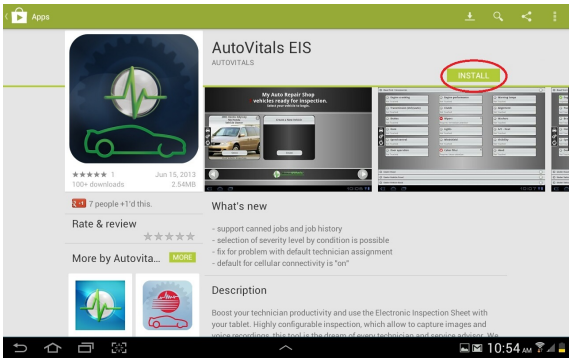
    - Although it is available for the Kindle, the lack of a rear facing camera will negatively impact technician productivity and negate any initial cost advantage.

- **A Computer**
  - It must be able to access the internet.

Downloading the EIS (on tablet)

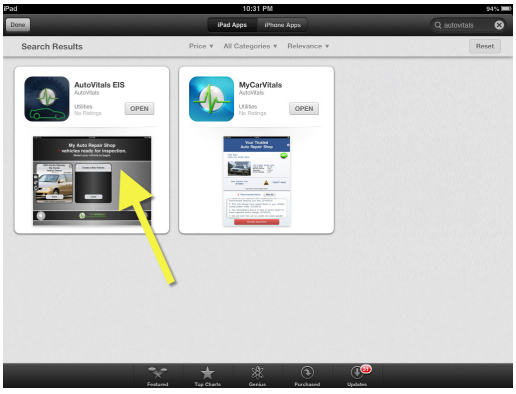
- For Android
  1. Go to the Google Play Store
  2. Search 'AutoVitals'
  3. Select AutoVitals EIS
  4. Hit Install





- For iOS

  1. Go to the App Store
  2. Search 'AutoVitals'
  3. Select AutoVitals EIS
  4. Hit the Cloud icon to download

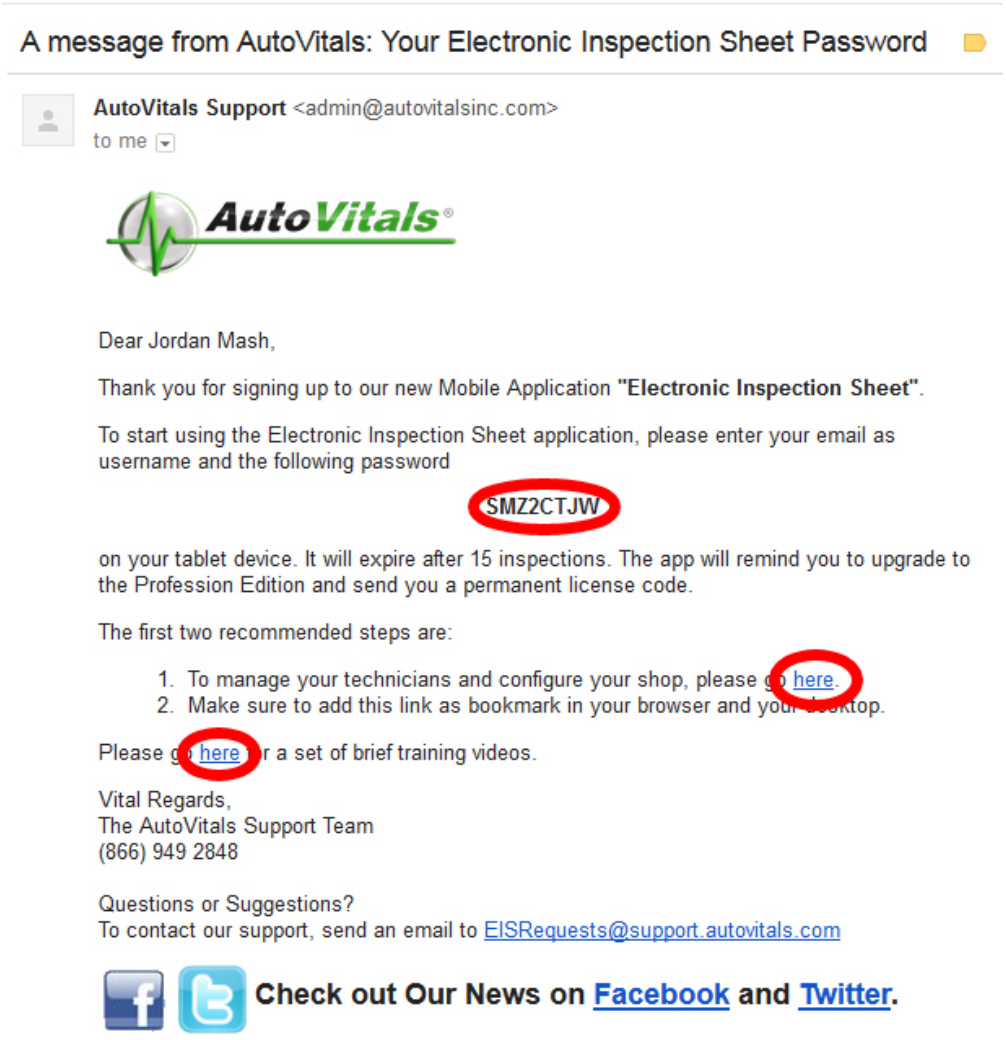


Signing Up for the EIS (on tablet)

1. Click on the AutoVitals EIS app
2. Enter in your shop information on the left
3. Press "Send me my credentials"
4. Click on center video button to watch the EIS instructional video.

Opening the Welcome Email (on computer)

- Open your email and open the AutoVitals Welcome Email
- In the welcome email you will get a password to activate the EIS
- You will get a link to manage technicians and configure your shop
    - Bookmark this link, it will allow you to view inspections once completed as well
- Finally, you will get a link to view training videos on the EIS



A message from AutoVitals: Your Electronic Inspection Sheet Password

AutoVitals Support <admin@autovitalsinc.com>
to me

Dear Jordan Mash,

Thank you for signing up to our new Mobile Application **"Electronic Inspection Sheet"**.

To start using the Electronic Inspection Sheet application, please enter your email as username and the following password

SMZ2CTJW

on your tablet device. It will expire after 15 inspections. The app will remind you to upgrade to the Profession Edition and send you a permanent license code.

The first two recommended steps are:

1. To manage your technicians and configure your shop, please go here.
2. Make sure to add this link as bookmark in your browser and your desktop.

Please go here for a set of brief training videos.

Vital Regards,
The AutoVitals Support Team
(866) 949 2848

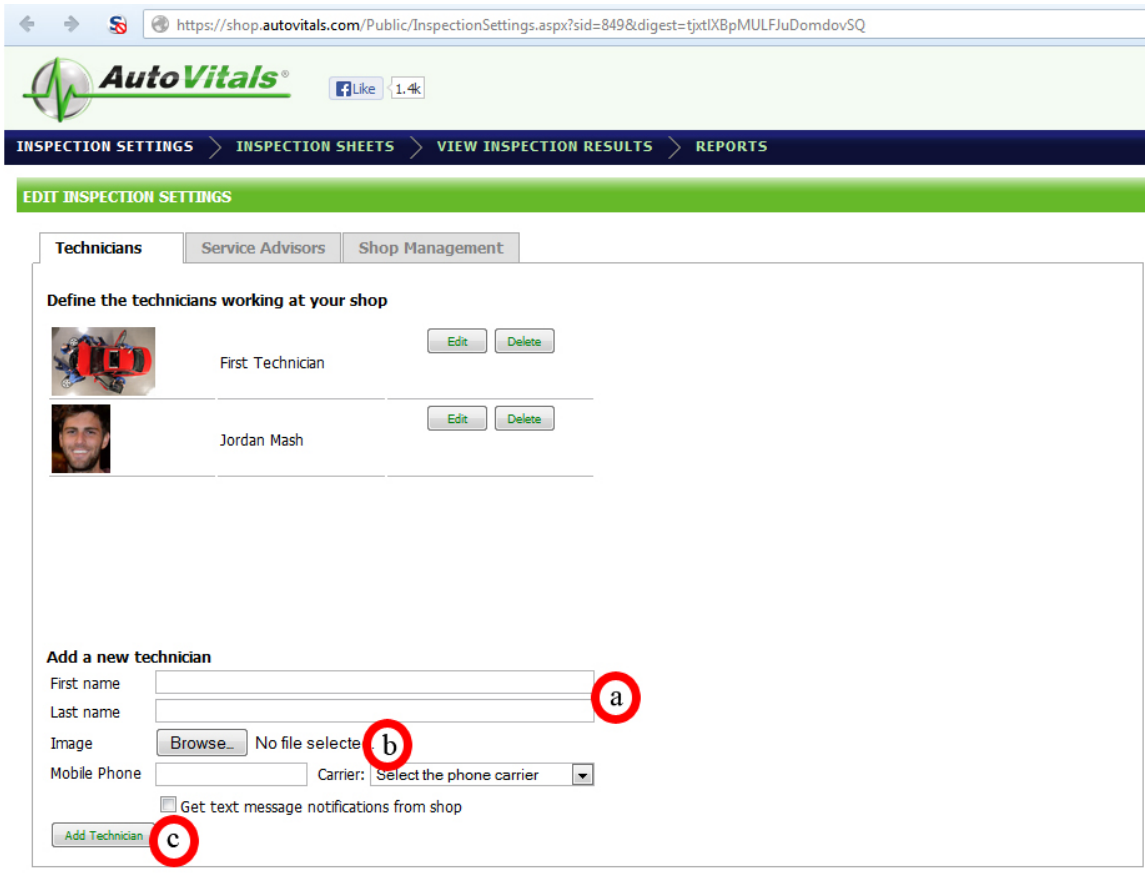
Questions or Suggestions?
To contact our support, send an email to EISRequests@support.autovitals.com

Check out Our News on Facebook and Twitter.

Entering Your Shop Information (on computer)

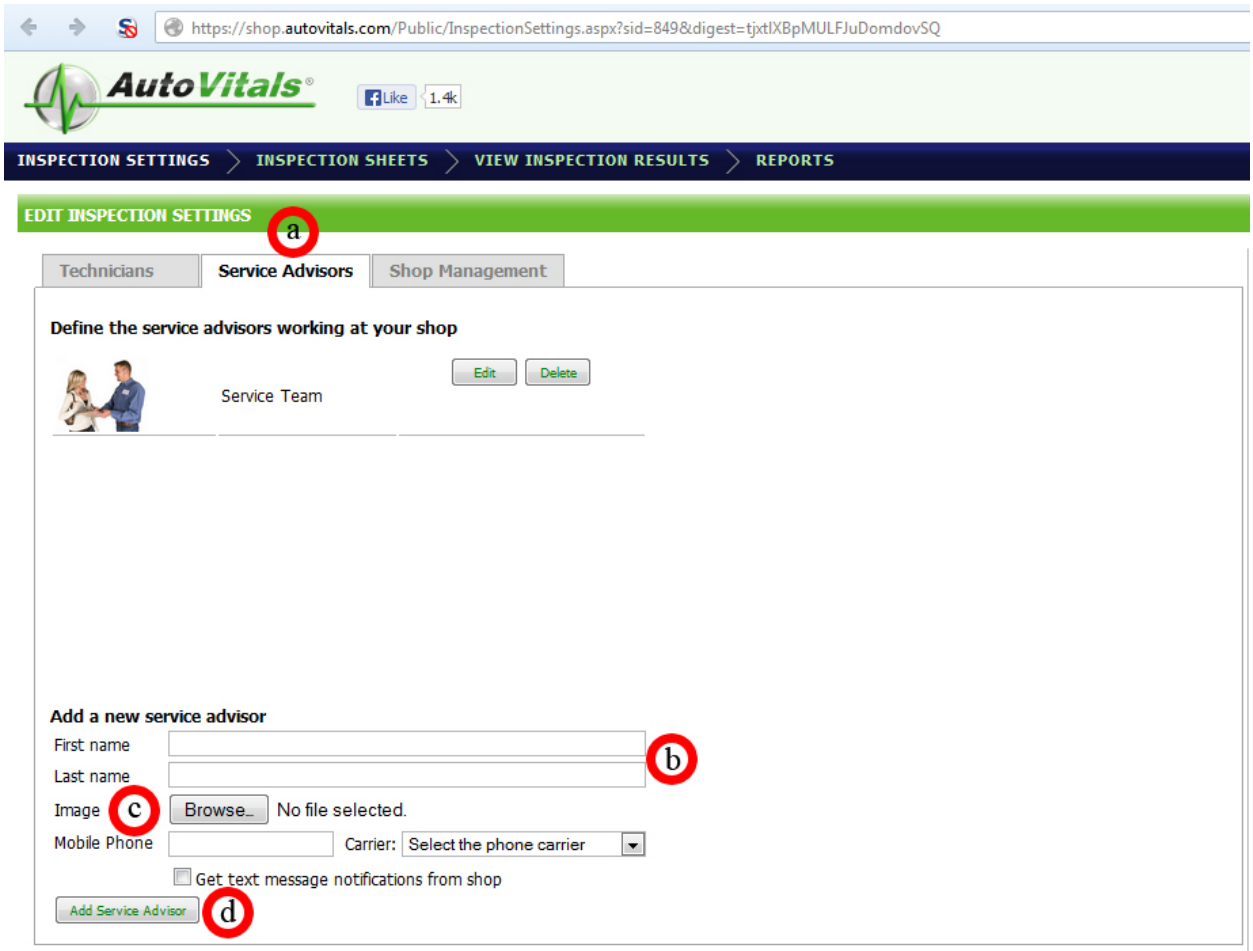
Inside the Welcome Email, click on the link to manage technicians and configure your shop.

- **On the left hand side will be an area to Add a new technician**
    a. Enter in first name, last name, and mobile phone if desired
    b. Add an image if desired
    c. Click 'Add Technician'



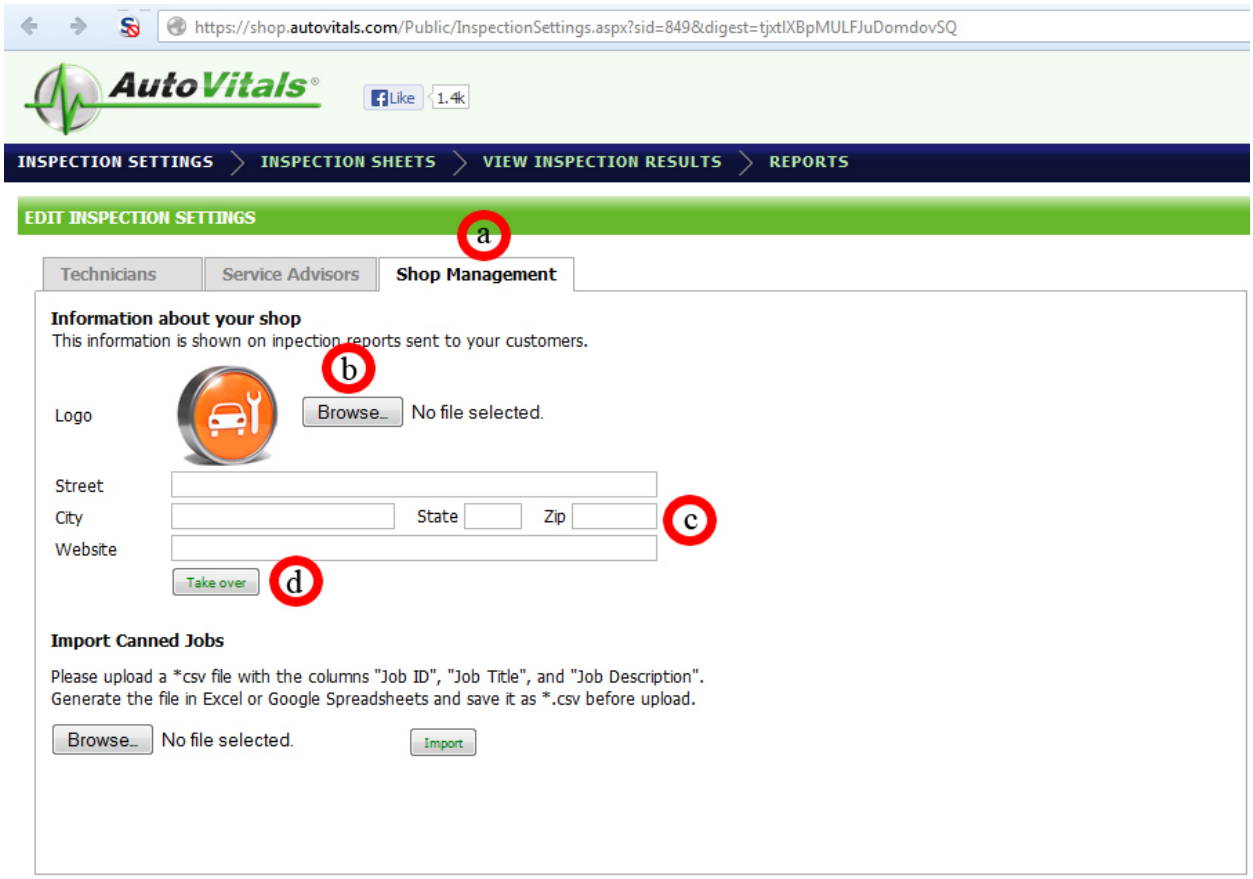
- If you enter in the mobile phone and select the carrier, the technicians will receive a text message any time an inspection is created by the service advisors (in the integrated version only).

- **There is also a tab for Service Advisors**
    a. Click the tab for 'Service Advisors'
    b. Enter in first name, last name, and mobile phone if desired
    c. Add an image if desired
    d. Click 'Add Service Advisor'



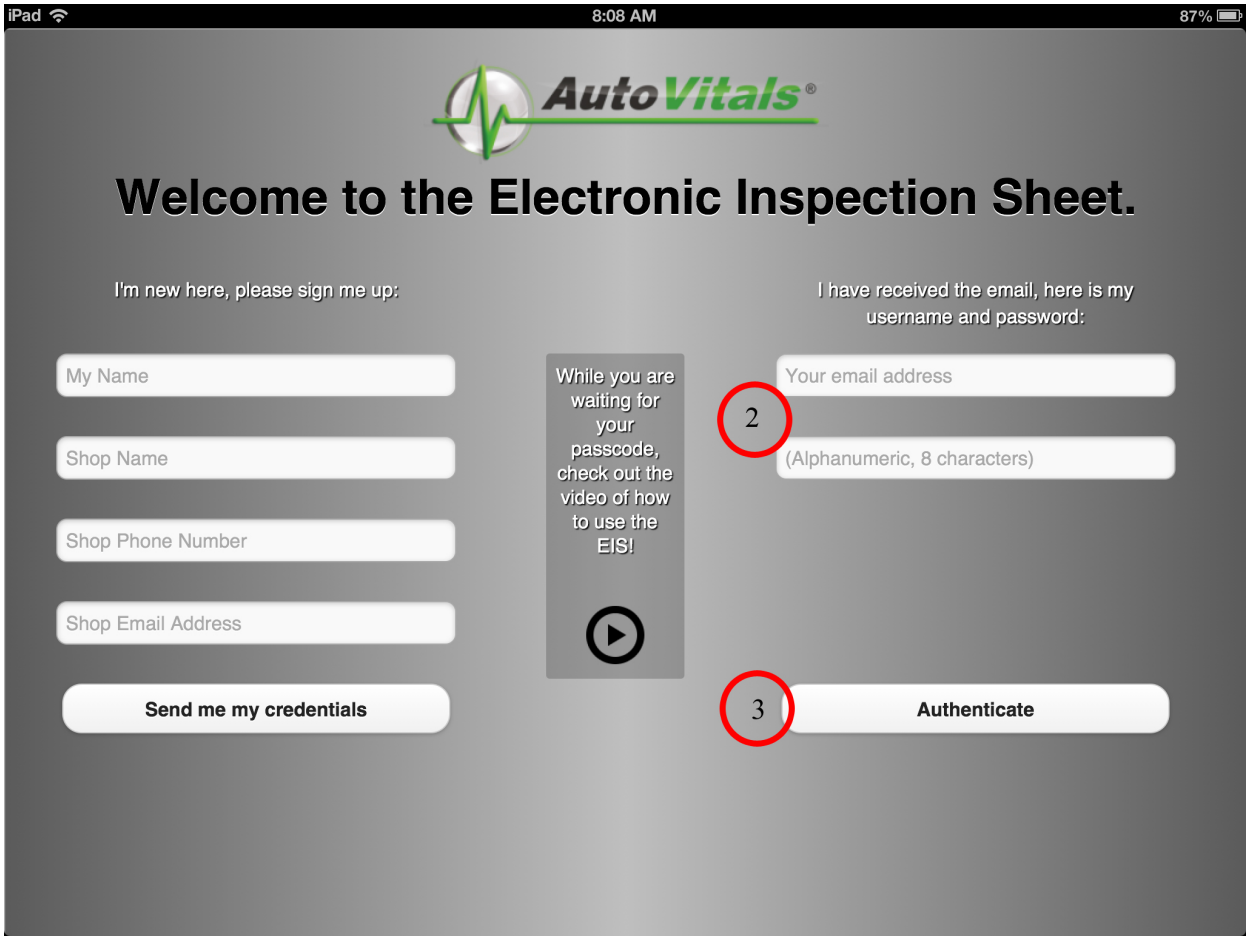
- If you enter in the mobile phone number and select the carrier, the service advisors will receive a text message any time an inspection is completed by the technicians.

- **There is a tab for Shop Management**
    a. Click the tab for 'Shop Management'
    b. Upload a logo for your shop
    c. Enter in the street, city, state, zip, and website of the shop
    d. Click 'Take over'



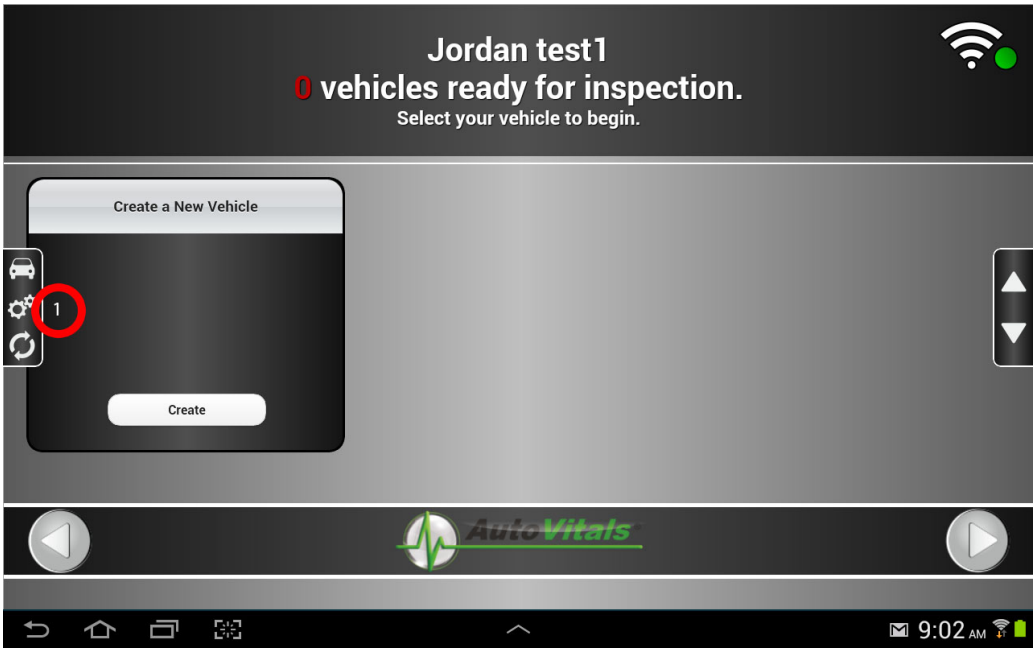
Registering the EIS (on tablet)

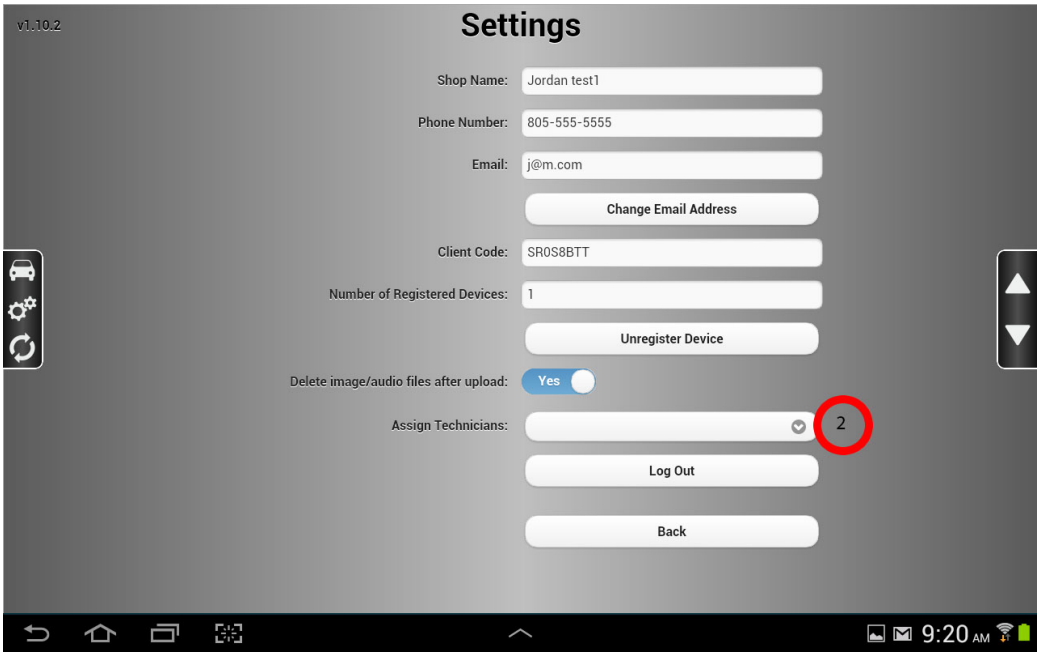
1. Open the EIS app
2. On the right hand side enter in your email and password
    a. Password can be found in Welcome Email (see page 7)
3. Hit 'Authenticate'



Assigning Technicians to the Tablet (on tablet)

1. Click on the 'Settings' button on the left hand side
2. Click on the drop down to the right of 'Assign Technicians'
3. Select the Technicians you want using this tablet



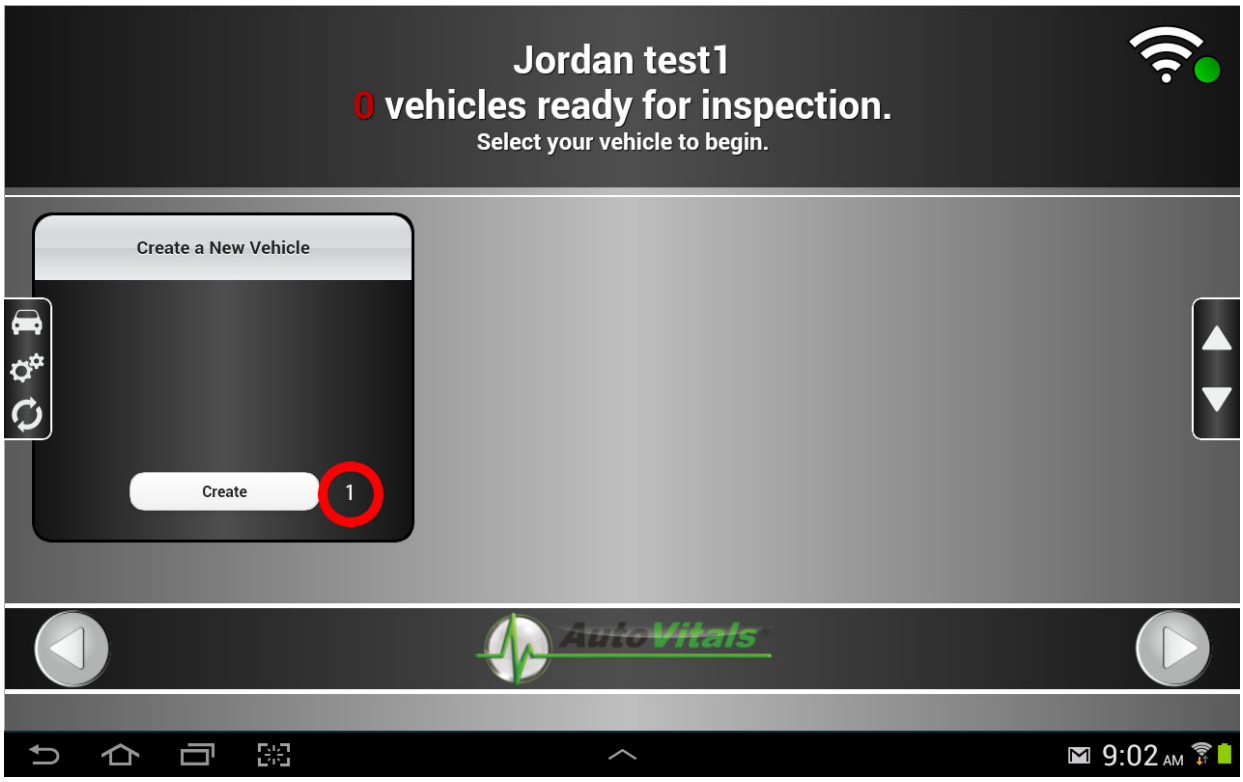


Creating a Vehicle for Inspection (on tablet)

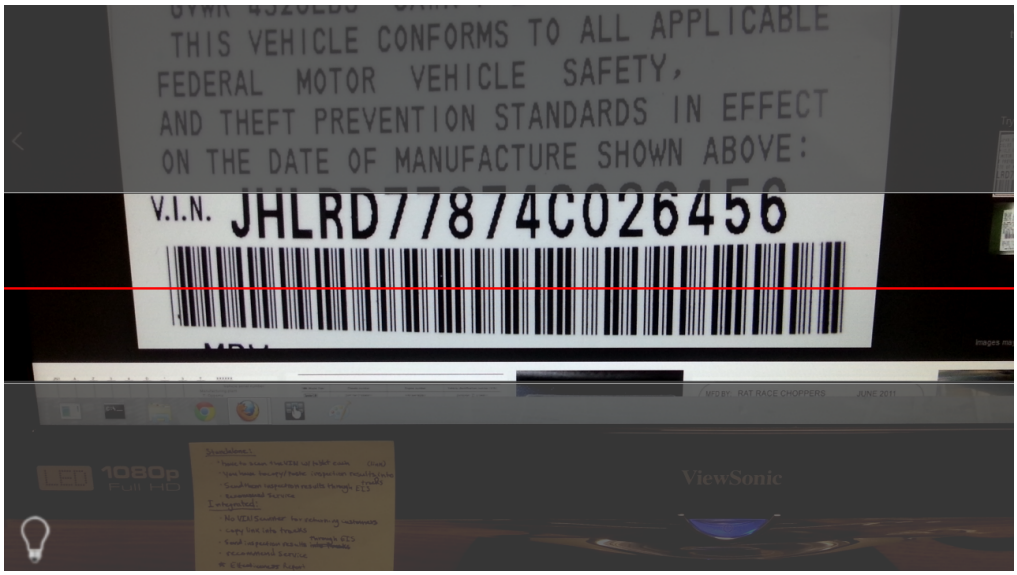
On the home screen you will be able to see all vehicles that need to be inspected by the technician(s) assigned to this tablet. You will also be able to select vehicles to inspect once they have been created. The service advisor can also be alerted by text message to check the inspection results on the website (pg.9).

In the standalone version, the technician begins the process by creating a vehicle on the tablet. Once the inspection is finished the service advisor can be alerted by text message to check the inspection results on the website.

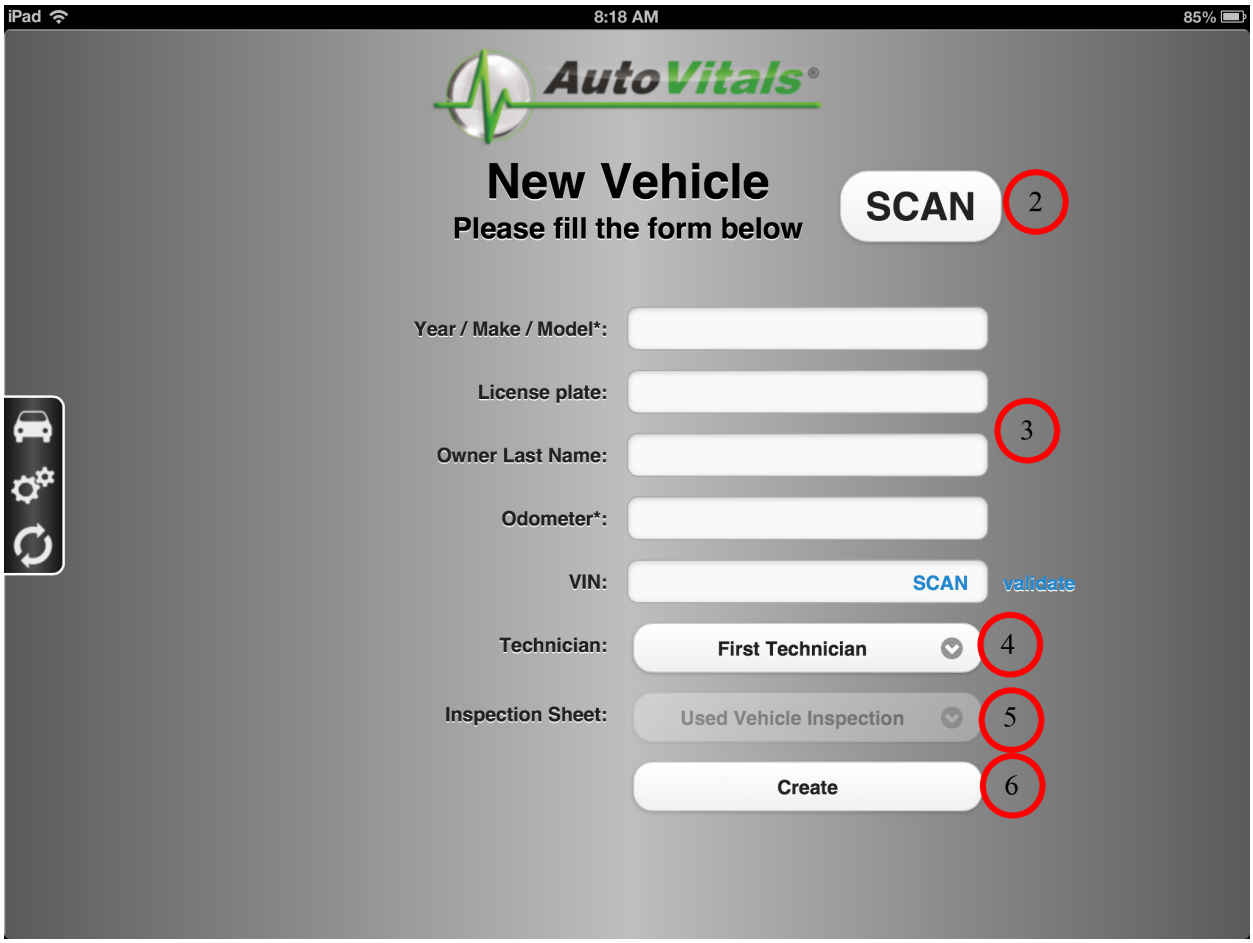
1. Hit the 'Create' button on the home screen



2. Hit the 'SCAN' button and scan the VIN barcode


THIS VEHICLE CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY,
AND THEFT PREVENTION STANDARDS IN EFFECT
ON THE DATE OF MANUFACTURE SHOWN ABOVE:
V.I.N. JHLRD77874C026456

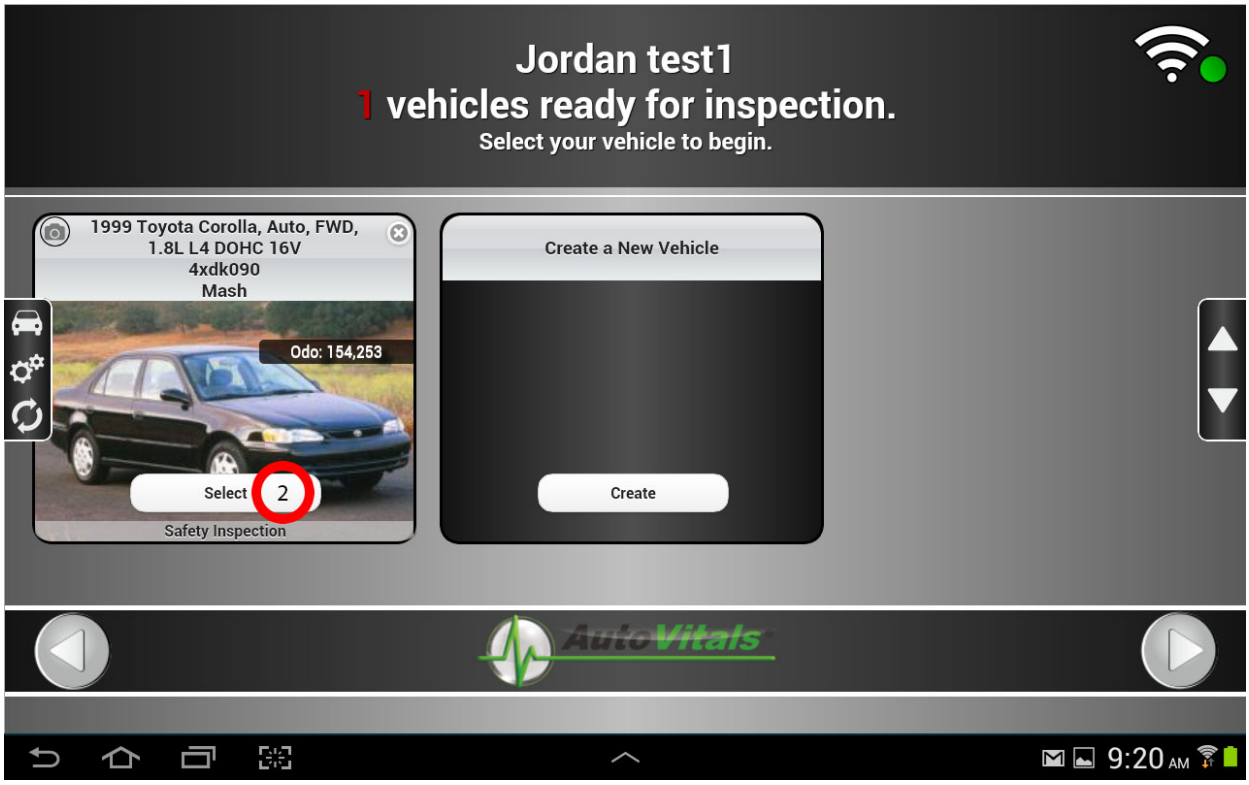
3. Enter in the license plate, owner last name, and odometer reading
4. Select a technician
5. Select an appropriate inspection sheet for the vehicle being inspected
6. Hit 'Create'



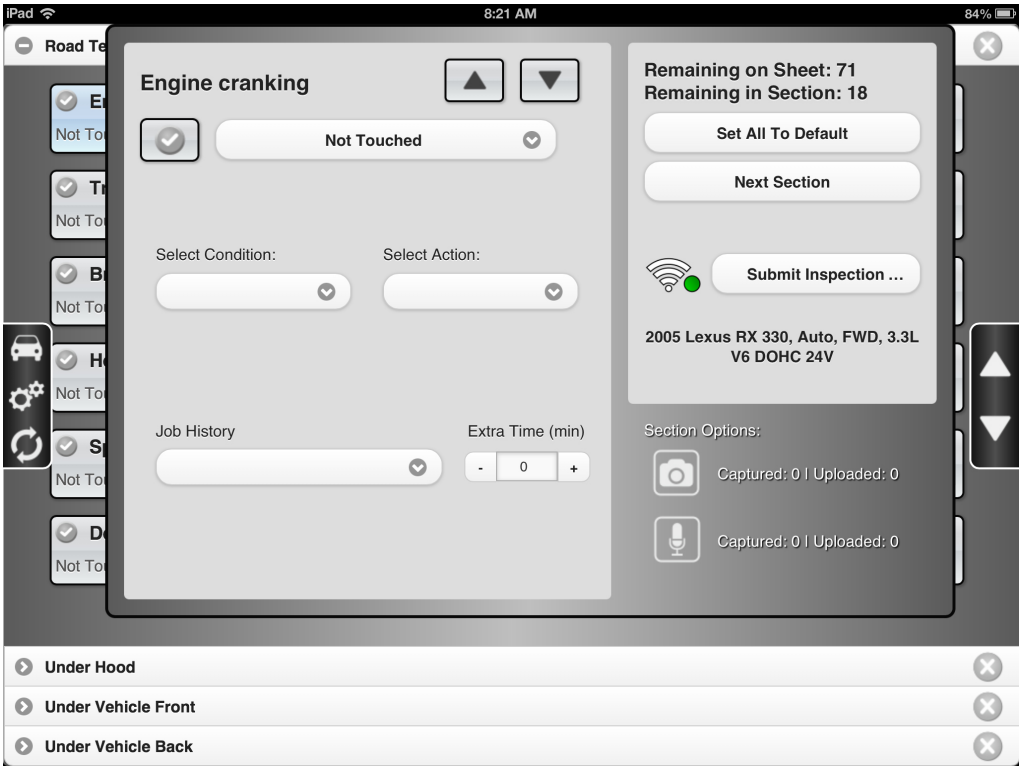
Performing an Inspection (on tablet)

Once a vehicle has been created you can begin an inspection.

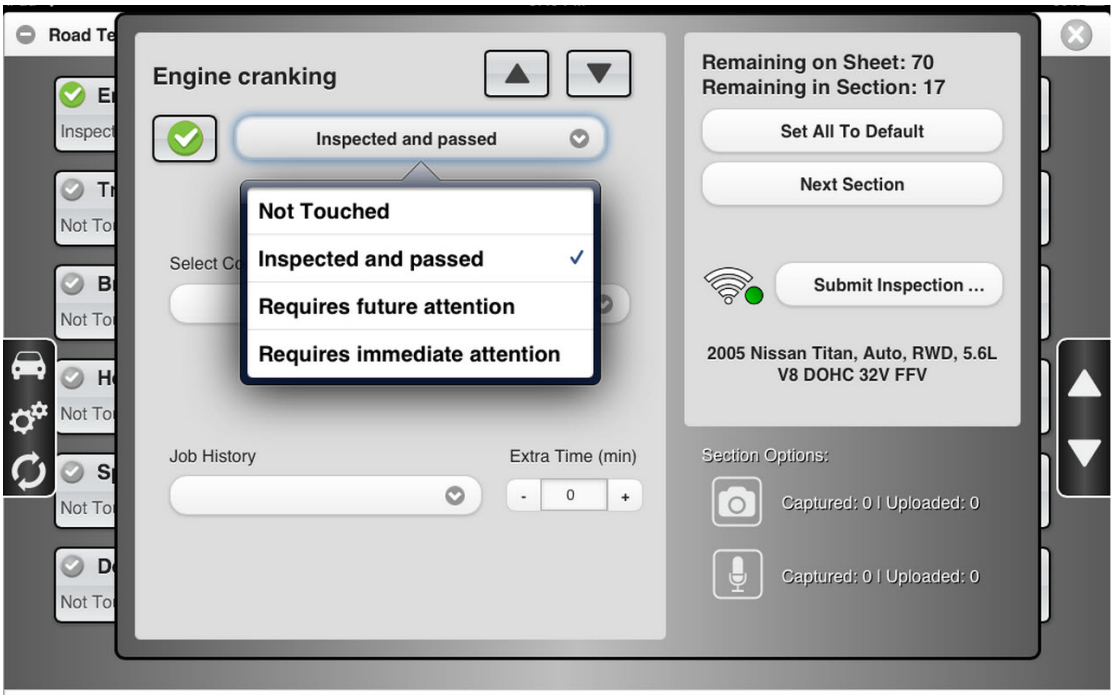
1. In the home screen find the vehicle you want to inspect
2. Hit the 'Select' button on the vehicle



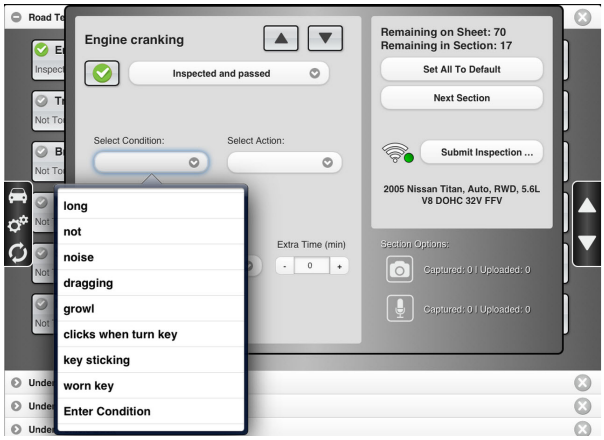
3. After pressing the select button you will see the Inspection Sheet
4. Select the first topic you wish to inspect by pressing on it



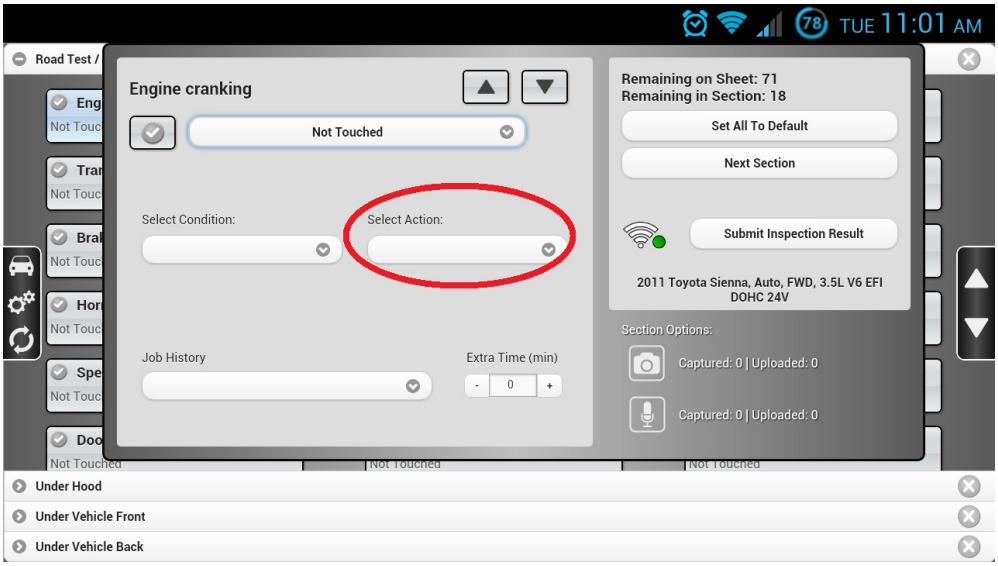
- **The very top drop down menu is the status.**
    - This is similar to the checkboxes in your inspection sheets



- **The middle drop down menu on the left is the condition**
    - This will tell the service advisor specifically what is wrong and can be configured to automatically select the status for higher technician productivity

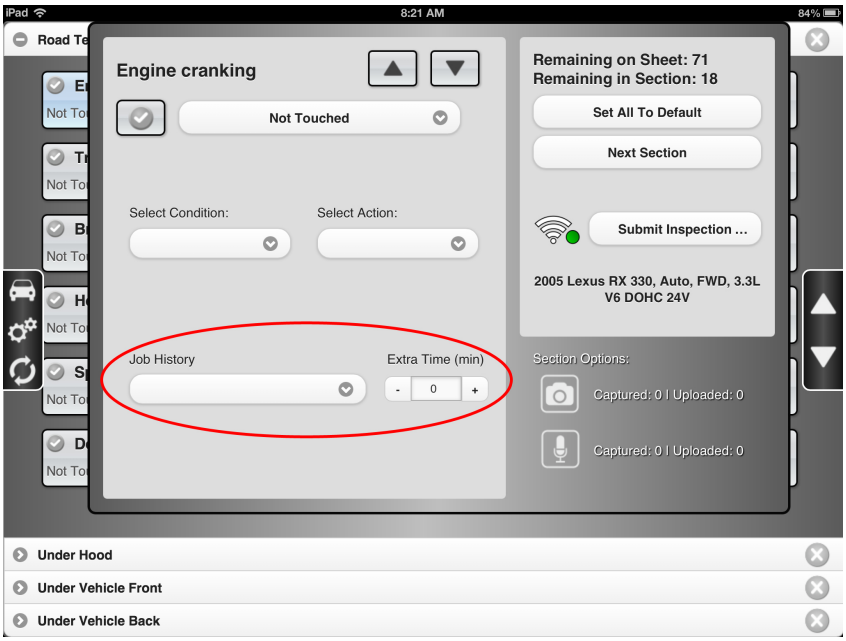


- **The middle drop down menu on the right is the action**
  - This will tell the service advisor what work is recommended

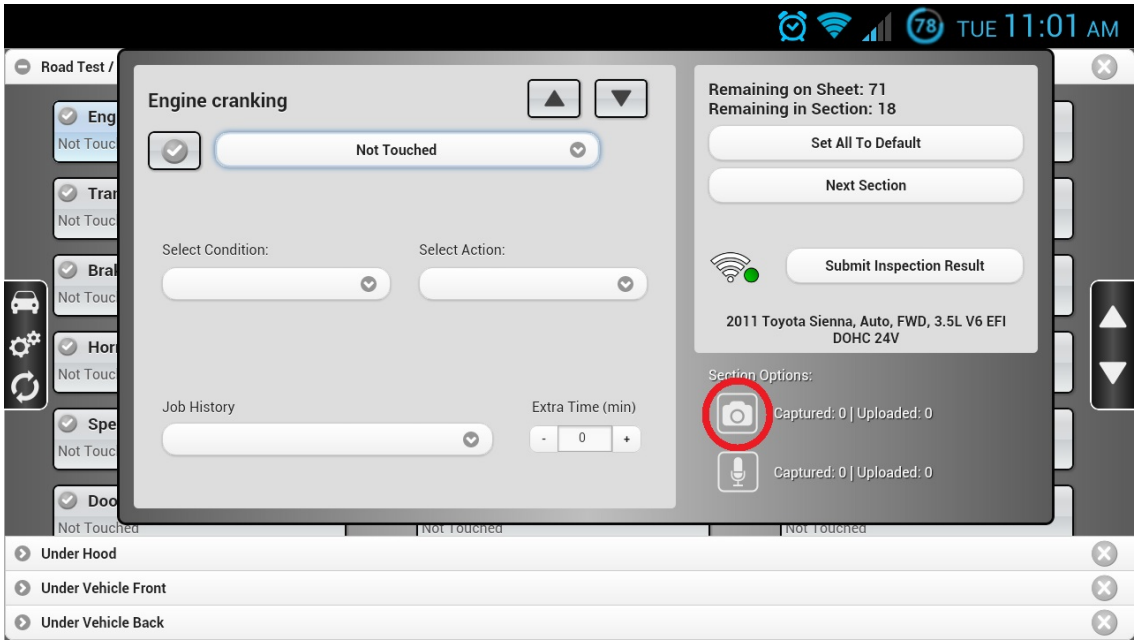


The following two items are only functional in the integrated version

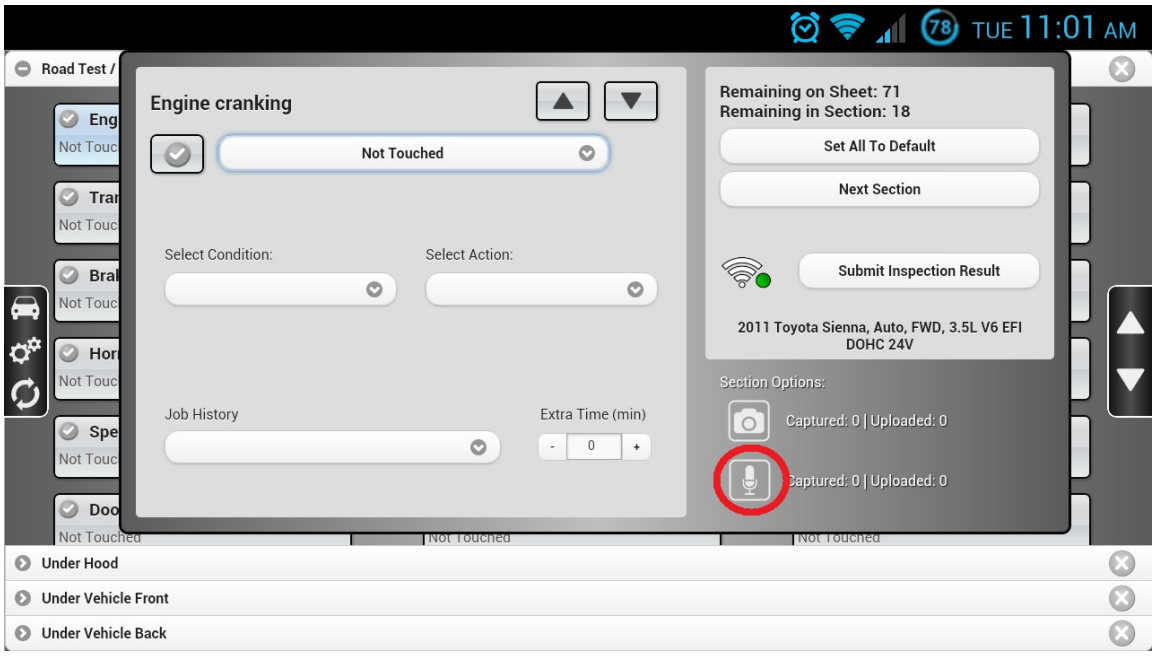
- **The bottom drop down is the Job History**
  - This tells when these jobs have been done in the past
- **The bottom right button is the Extra Time note**
  - This will tell the service advisor how much longer it took



- **The Camera Icon allows the technician to take pictures of the condition**



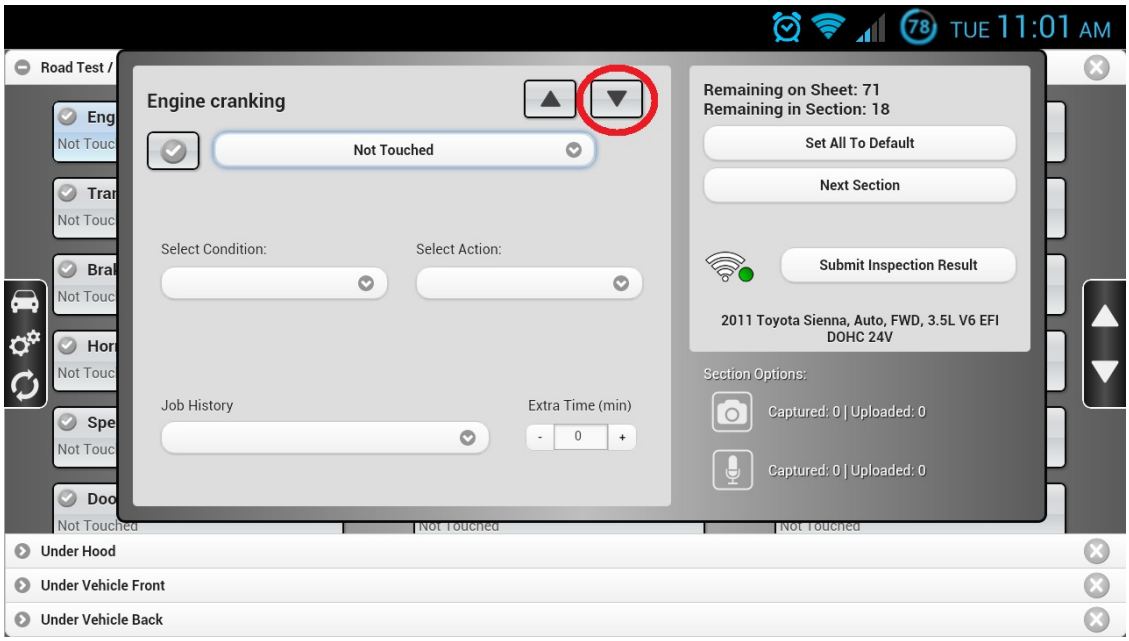
- **The Microphone Icon allows the technician to take audio recordings**



5. To go to the next topic to inspect you can either…

a. Hit the down arrow at the top

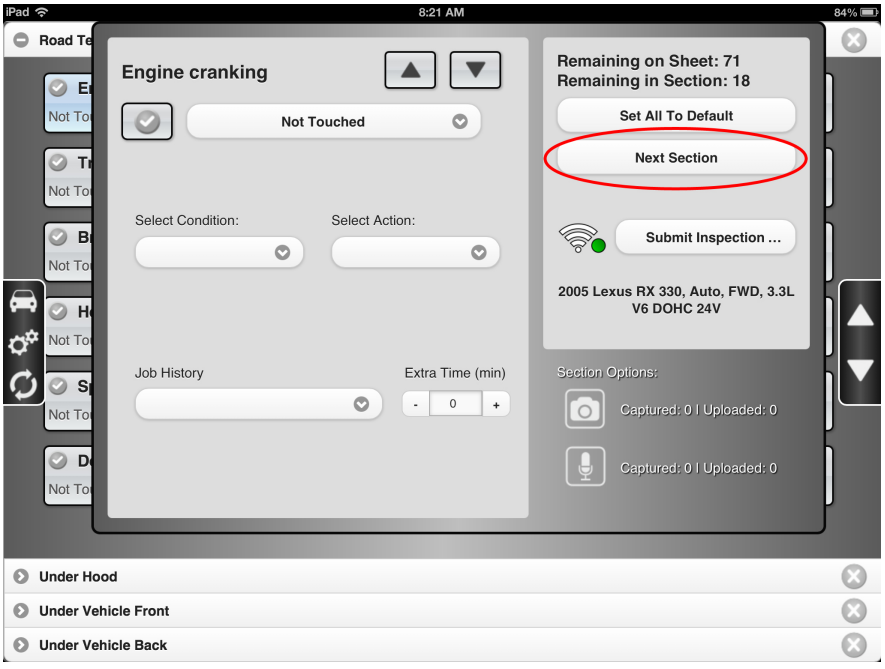
b. Click outside of the popup box and select any topic



6. To go to the next section you can either…

a. Go to the last topic in an inspection and hit the down arrow

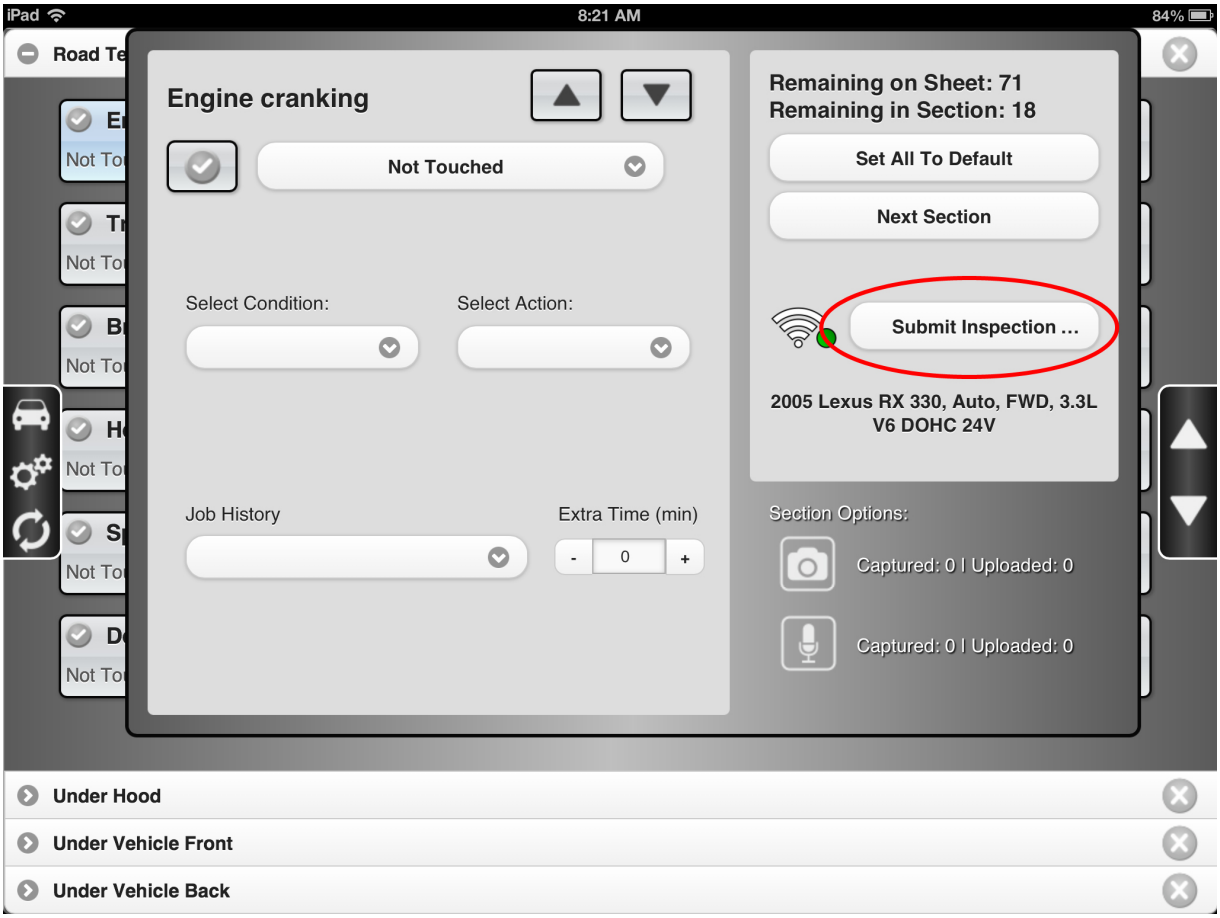
b. Click outside of the popup box and select any section



Submitting an Inspection (on tablet)

When you come to the end of an inspection, complete with descriptive pictures and recordings, you are ready to submit the inspection.

1. Select any topic
2. Hit the 'Submit Inspection Result' button on the right
    a. This will prompt you to either...
        1. Submit: submit and remove the vehicle from the EIS
        2. Save: save and keep the vehicle on the EIS to edit later
            a. Save also submits the inspection up to this point



Viewing Inspection Results (on computer)

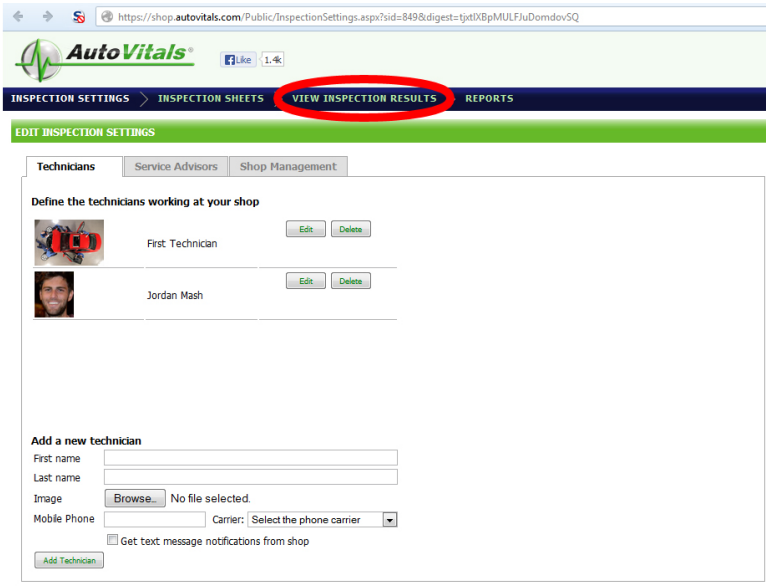
After you have submitted an inspection the service advisor will receive a text alert, if this feature was initially configured (pg. 8). They may view the results online by going to your bookmarked link from page 7. Here you will be able to see the PDF "print out" of the results, which your Service Advisors can view and send to customers.

It is also advised to set up Google Talk (Hangouts) on the computer as well as Talkatone on the tablet for communication between the technician and service advisor.

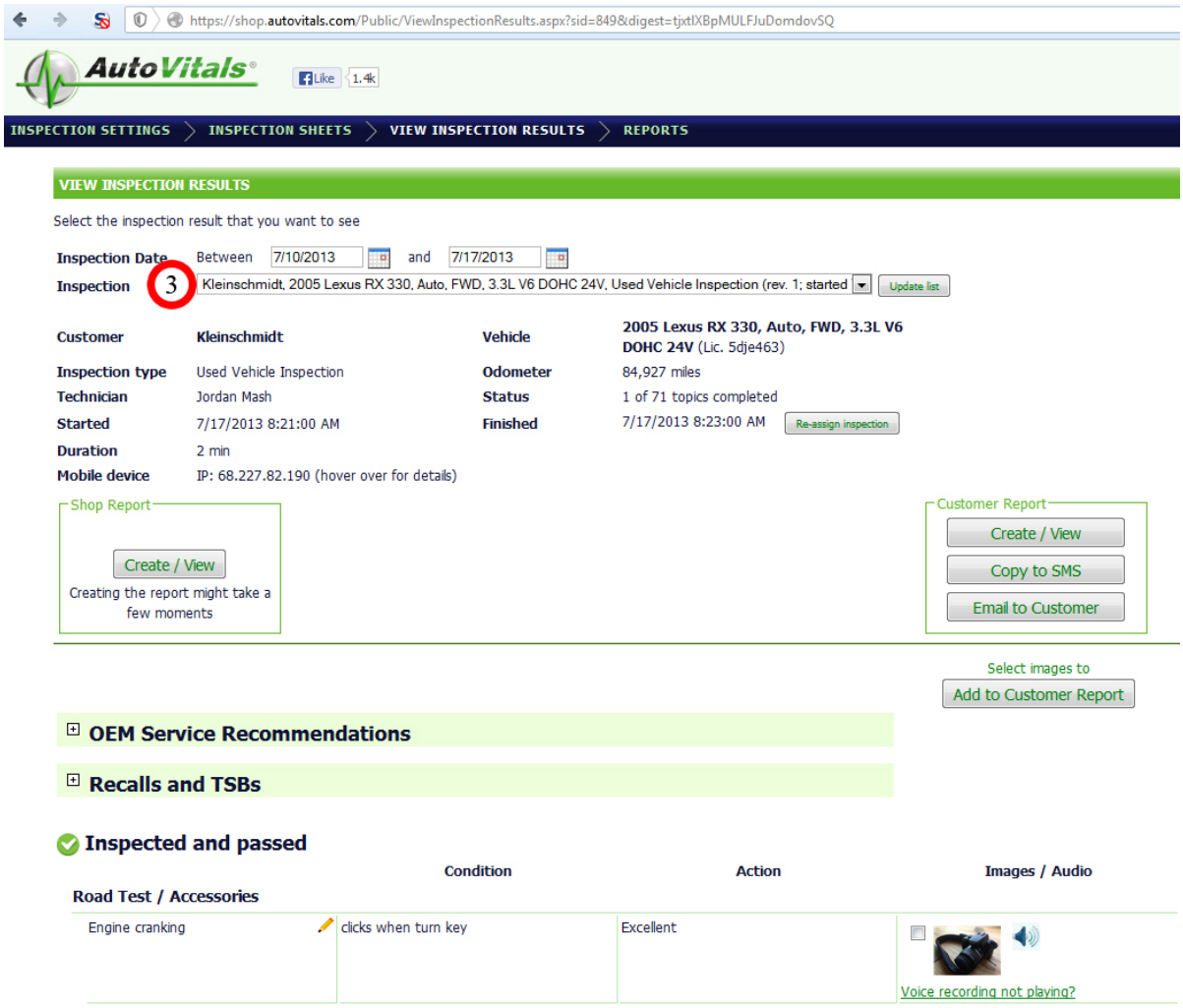
You will also be able to see and include recent recalls and TSB's, OEM recommendations, and the full inspection.

To view Inspection Results

1. Go to the bookmarked link from page 7.
2. Click on 'VIEW INSPECTION RESULTS' at the top of the page

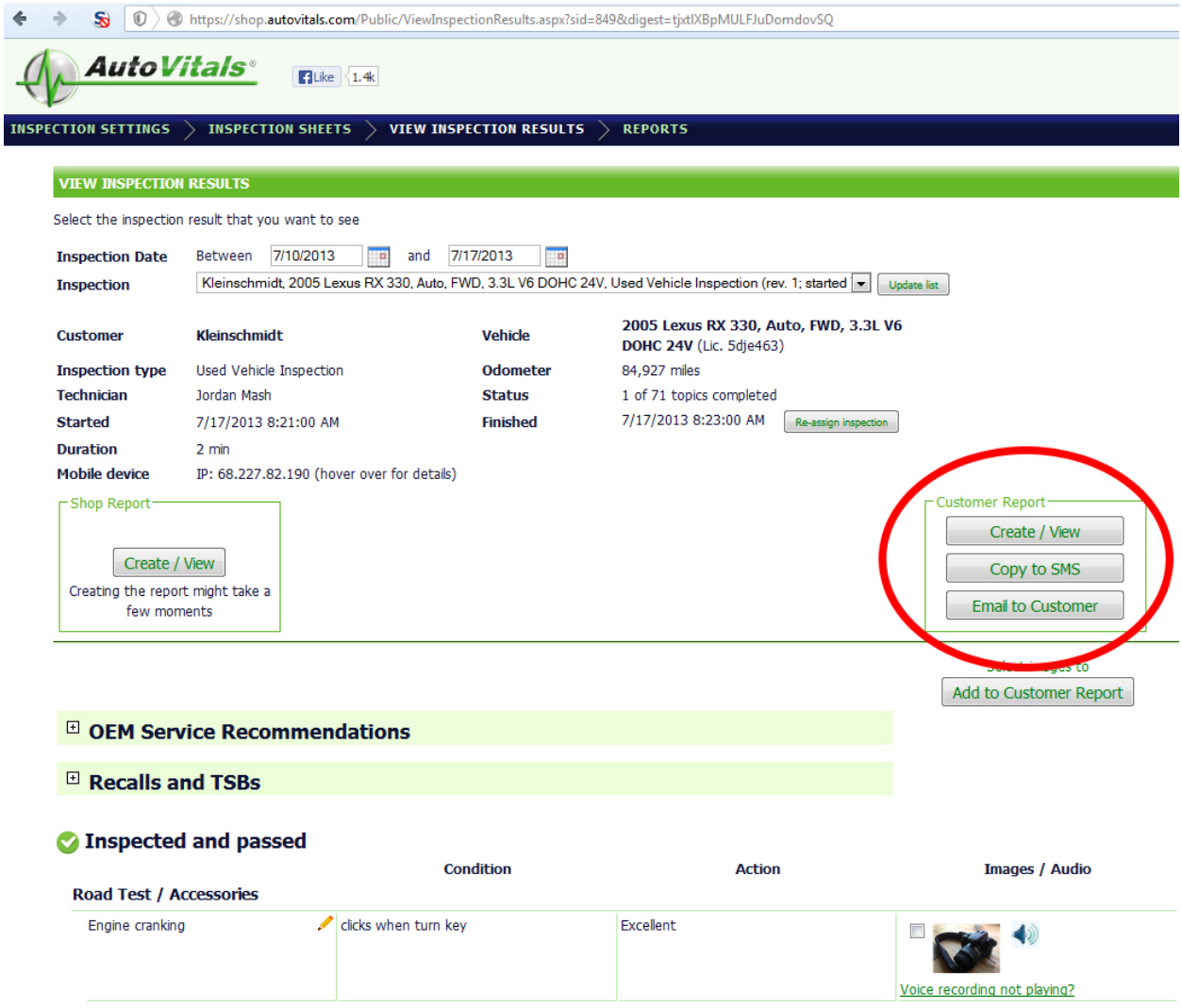


3. Click on the dropdown menu to the right of 'Inspection'
4. Select the inspection results you wish to view



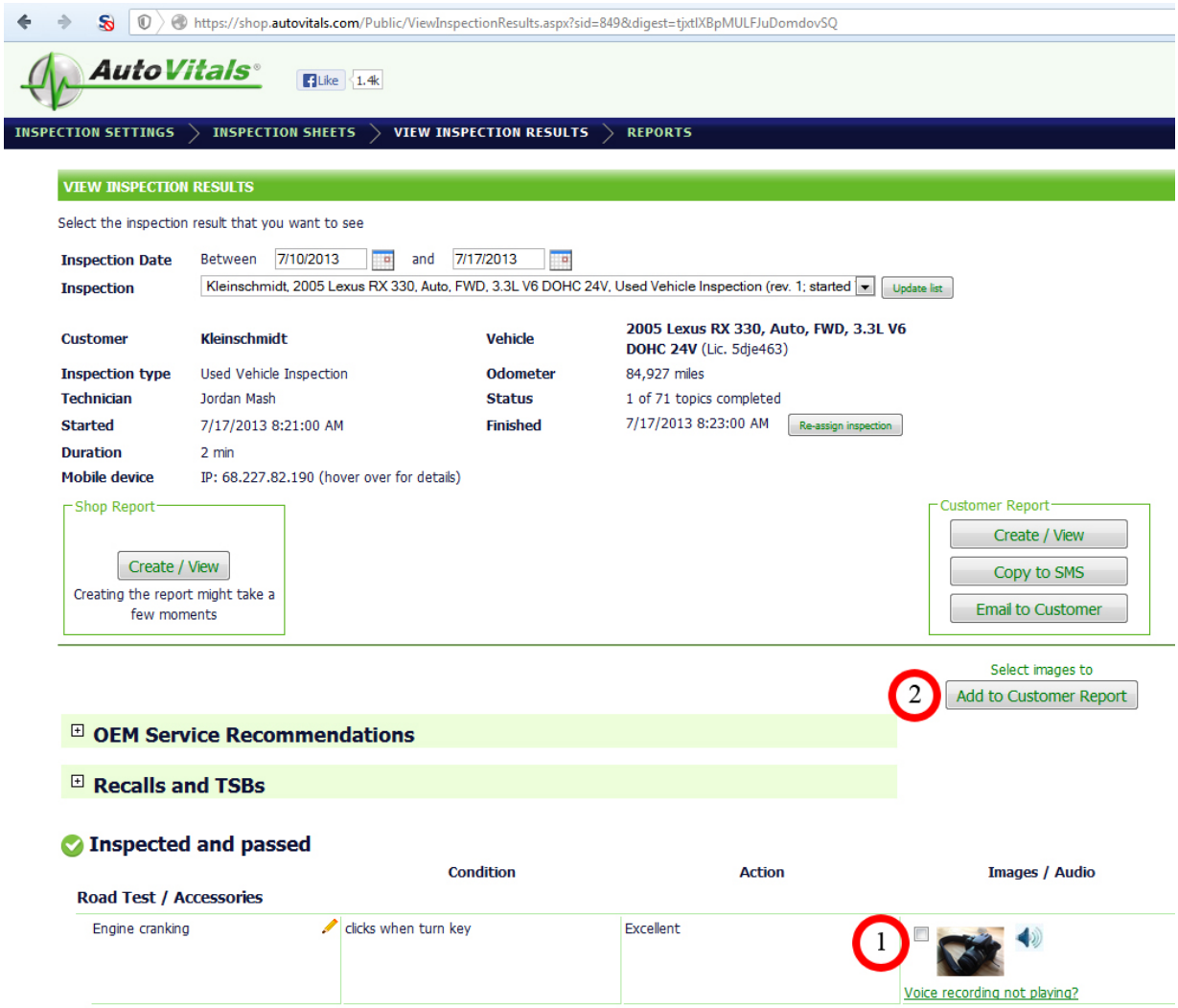
From here you will be able to...

- **Create and view the report**
- **Copy to Shop Management Software (SMS)**
- **Email the report to a customer**



Adding Images to the Customer Report

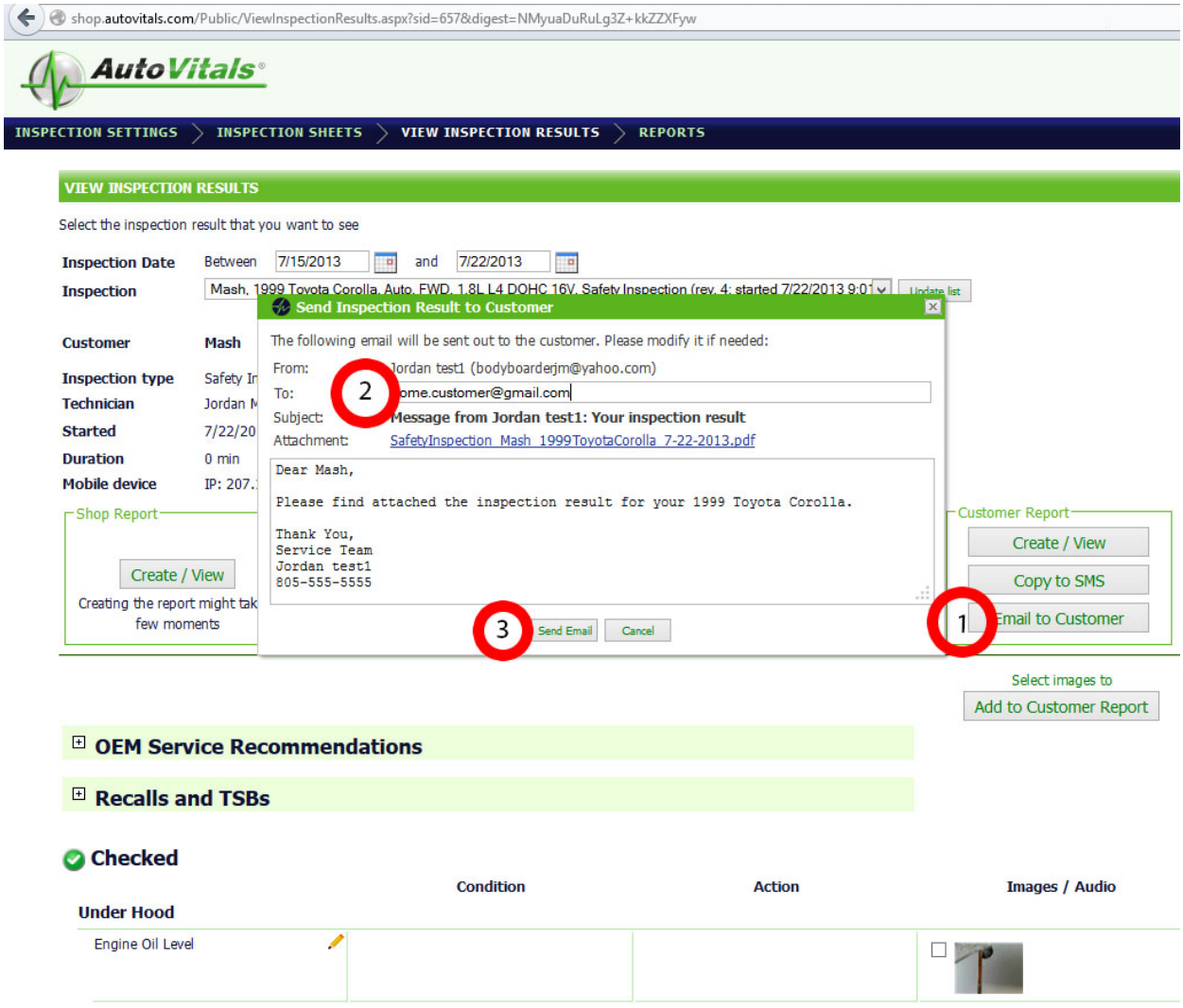
1. Click the box next to each image you want to add
2. Click 'Add to Customer Report'



Sending Inspection Results to Customers (on computer)

Once you have compiled your customer report, you will want to send it to the customer.

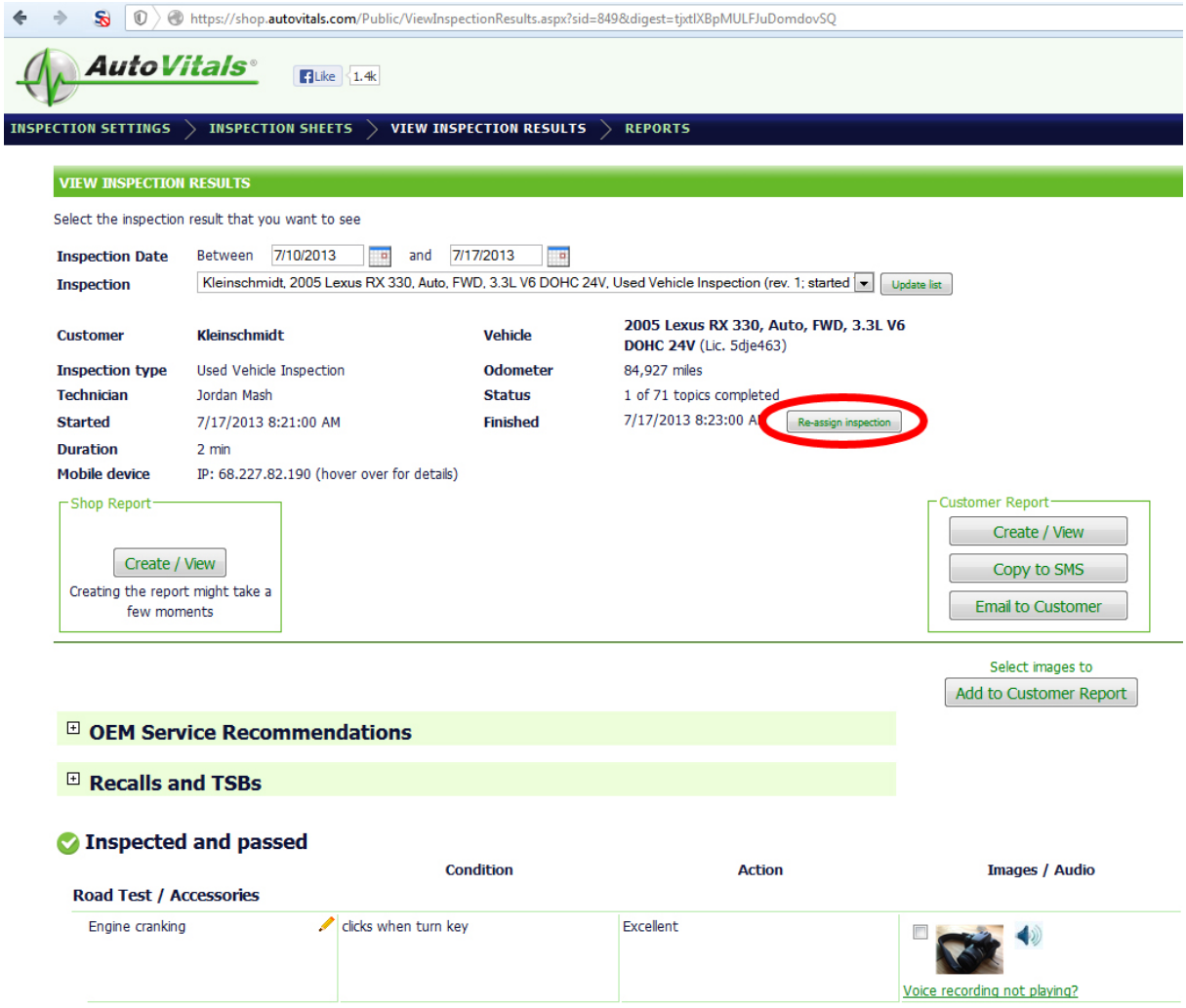
1. Hit the 'Email to Customer' button
2. Add customer email address into the "to" field
3. Hit 'Send Email'



Re-Assigning an Inspection to a Technician (on computer)

Say a technician accidentally submitted an inspection prematurely and now wants the inspection back to finish it completely. This is accomplished by Re-Assigning an inspection to a technician.

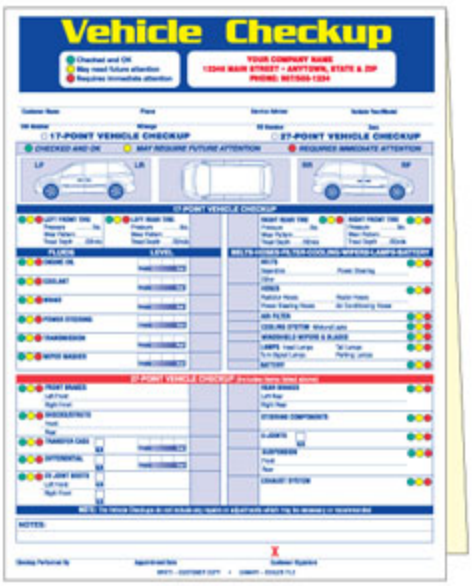
1. Click on 'View Inspection Results'
2. Select the inspection you wish to Re-assign (steps 3 & 4, pg. 14)
3. Click on 'Re-assign inspection' to the right of "Finished"
4. Click on 'OK' to Re-assign

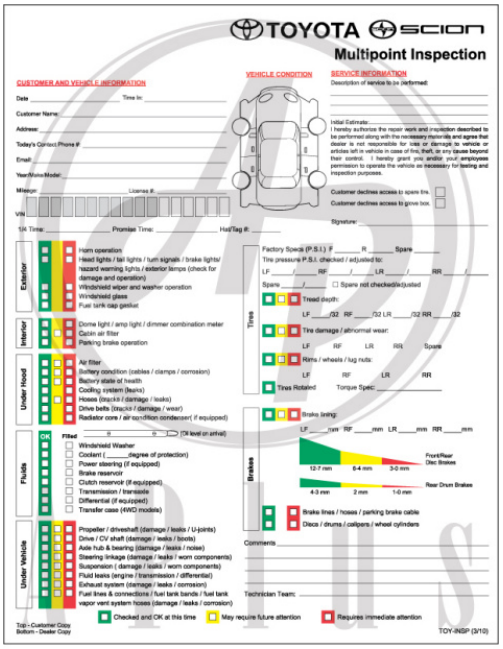


Configuring Your Own Inspection Sheets

If you would like to have your own paper inspection sheet converted to electronic form you can...

- Email us your inspection sheet you use and we can convert it
  - You can email us at EISRequests@Support.AutoVitals.com
- Click the link below to watch and learn how to modify the sheet we created for you or create your own inspection sheet(s):
  - Configure your own inspection sheet





Additional Features in the Integrated EIS

The following additional Features will be offered when you switch to the Integrated EIS version, please consult with Uwe at 866 949 2848 ext 103 before you get started!

Feature	Including	Comment
Integration with Shop Management Software (SMS)	- read vehicle and customer information - estimate, invoice - send out appointment confirmation to customers	in real-time, any SMS on the market
Job History	all jobs performed for given vehicle on the tablet	using canned jobs
Shop effectiveness report	- compare technician productivity with service advisors productivity and customer satisfaction	
Recall Alerts	TSB information if selected	
Service Reminders	- vehicle image - reminders emails/postcards based on driving profile	
Mobile App for Motorist	service reminders as push notification	
Call, Email and Postcard campaigns	- segmentation of motorist for personalized communication	
Online account for motorist	- service history	
Loyalty point system	Earn points for - Referring shop to a friend - Being referred by a friend - Making appointments at vehicle pick-up - Following shops service recommendations	
Job Educator	Show estimated jobs, images taken with EIS, educational videos	

Training Videos and Integrated EIS Benefits

The following link will provide you with training videos to better help you understand how the EIS works.

- EIS Training Videos

This link will provide you with all the benefits of our Integrated EIS for your shop.

- Integrated EIS

If you have any questions feel free to...

- Visit our website AutoVitals.com
- Email us at EISRequests@Support.AutoVitals.com
- Call us at (866)949-2848 (Autovitals) / (805)617-4673 (EIS Support)

We will be able to clear up any questions you might have with integration with your shop management software.

Thank you,
-The Autovitals Team